

**State of Montana**  
**Department of Public Health and Human Services**  
**PO Box 4210 Helena, MT 59604**

**VACANCY ANNOUNCEMENT**

**November 6, 2008**

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**TITLE:** Support Staff Supervisor  
**POSITION NO:** 10200  
**LOCATION:** Disability Services Division, Missoula  
**STATUS:** Full-Time/Permanent  
**UNION:** Non  
**PAY GRADE:** Pay Plan 20, Pay Band 3  
**STARTING SALARY:** \$22,813 - \$28,517 annually. Depending on qualifications and internal equity.  
**SUPPLEMENT:** Yes

**APPLICATION DEADLINE:** State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to [hhsea@mt.gov](mailto:hhsea@mt.gov) or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Friday, November 21, 2008**. For further information visit the DPHHS website: [www.dphhs.mt.gov/jobs](http://www.dphhs.mt.gov/jobs)

**SPECIAL INFORMATION:** Occasional travel may be required to training, site visits to Hamilton, and quarterly or semi-annual meetings in Helena.

A resume and a typing test are both required at time of application. Must be able to type 45 net wpm (.2 is subtracted from the typing score for each error to obtain net score). Contact your local Job Service office to take this test.

**CRIMINAL RECORDS BACKGROUND CHECK:** All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

**TYPICAL DUTIES:** This position is responsible for all support services provided in Missoula/Hamilton. Duties include but are not limited to financial activities and budget control; supervision of Missoula/Hamilton support staff; purchasing of necessary equipment and supplies; provision of support services for the regional administrator and other assigned personnel; and ensuring that support staff of the region are effectively

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carrying out the agency mission. This position supervises three staff.

**KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:**

Knowledge: Knowledge of office practices and procedures, including business English, spelling, composition, punctuation, computer usage, telephone etiquette, and medical terminology; general principles of accounting, bookkeeping, and record keeping practices; and rules, regulations, practices, and procedures of disability services programs.

Skills: Skill in the use of general office equipment including calculator, dictation equipment, copy machines, and telephone equipment; prioritizing work; the use of a computer and computer software/applications such as Word, Excel, and Outlook; and high proficiency and accuracy in typing (45 net wpm).

Abilities: Ability to communicate effectively orally and in writing; maintain effective, positive working relationships with the public, co-workers, and other agencies; work independently; handle administrative details; problem-solve; and organize and prioritize work.

**EDUCATION/EXPERIENCE REQUIRED:** Two years of college or vocational training in accounting, human services, or administrative support **AND** three years of job related work experience. Relevant work experience may substitute for the formal education on a year-for-year basis. Other equivalent combinations of education and experience will be considered.

**APPLICATION AND SELECTION PROCESS:** This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school. (*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box

4210, Helena MT 59604; **OR if unforeseeable circumstances occur, transcripts may be brought to interview;**

4. Typing test from Job Service;
5. Resume; and
6. Supplement questions.

**Applications will be rejected for late, incomplete or unsigned application materials.**

**COMPENSATION:** Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

**IMMIGRATION REFORM AND CONTROL ACT:** In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

**REASONABLE ACCOMMODATIONS:** Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

**SELECTIVE SERVICE COMPLIANCE CERTIFICATION:** All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

## SUPPLEMENT QUESTIONS

Department of Public Health and Human Services

Title: Support Staff Supervisor

Position: #10200

Location: Disability Services Division, Missoula

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplement questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

### QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please describe the computer software with which you are familiar and your level of proficiency. Please include the work settings and tasks in which you used this software.
2. Please describe your supervisory experience, including the number and level of staff you have supervised. Please be specific.